



DTACS

The Travel Access Complaints Service for Disabled People

Taxi and Private Hire Vehicle Passenger Information Leaflet

Introduction

This leaflet has been made to help you travel in a taxi or a private hire vehicle safely and fairly.

The leaflet tells you what kind of service and help you should get. It tells you what the driver or operator of the vehicle must do. The information in this leaflet applies whenever you take a taxi or private hire vehicle in any place in England or Wales.

- Drivers must think ahead to work out how to help everyone.
- They must not treat you differently (in a bad way)
- If you are treated badly by a driver, you should tell someone about it.

There are a lot of rules driver must follow. If you are unsure about your rights, you can always call your local council for more information.

If you have an Assistance Dog



Drivers must allow you to travel with any trained assistance dog.

They must not charge extra for this.

You and your dog can sit anywhere in the vehicle.

Private Hire Operators (the minicab booking office) cannot say no if you want to travel with your assistance dog. They must not charge extra.

When can a driver say no to you?

A driver can only refuse to carry an assistance dog if they have a valid **exemption certificate** for carrying assistance dogs.

The driver must show you the **exemption certificate** if you ask to see it.

Designated Wheelchair Accessible Vehicles



A fully wheelchair accessible vehicle means you can travel in the vehicle while you are sitting in your wheelchair.

Your local council will have a list of vehicles that can carry a person who is sitting in their wheelchair.

Drivers cannot charge more money for the journey just because you are using a wheelchair.

Drivers must give you reasonable help to get in and out of the vehicle.

Drivers must make sure you are comfortable and safe before they drive.

When can a driver refuse to help you?

A driver can only refuse to help you in and out of the vehicle if they have a valid **exemption certificate**.

The driver must show you the **exemption certificate** if you ask to see it.

All vehicle types



Drivers of all taxis and private hire vehicles must offer reasonable help to any disabled passenger who needs it.

This means they must help to fold wheelchairs to put in the boot, carry any walking aids, and give any other help that may be reasonable.

When can a driver refuse to provide mobility assistance?

A driver can only refuse to help you in and out of the vehicle if they have a valid **exemption certificate**.

The driver must show you the **exemption certificate** if you ask to see it.

Helping customers to find a vehicle



When you book a taxi or a private hire vehicle to pick you up, the operator (or person on the telephone) should ask you if you need any help.

Even if they do not ask you this, if you tell them that you need help to find the vehicle they must tell the driver this.

The driver must get out of the vehicle to help you when they arrive to pick you up.

When can a driver say no to helping you?

A driver must do this if they have been told you need help.

Can the driver ask you questions?

They should not ask you lots of questions but they may need to ask some questions so that they can help you.

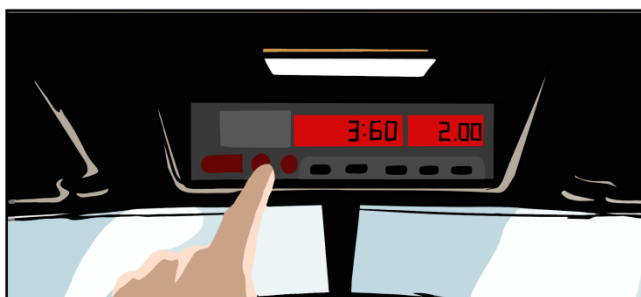
For example, if you have a wheelchair, they may need to ask how heavy the wheelchair is.

Prices


Use these checklists to make sure you are being treated fairly:

Taxis

Taxis will charge using a taxi meter:






The meter in a taxi only starts when the vehicle moves.	✓
The meter in a taxi stops when you arrive where you are going.	✓
The driver must help you in and out of the vehicle. They must not charge you for this help.	✓
Meters charge a different amount at different times of day. The meter must start from the correct rate.	✓
Ask the driver how much it will cost before you get in the taxi.	✓
The driver cannot charge you for your assistance dog.	✓
The driver cannot charge you if your assistance dog has put some hair on the carpet.	✓




The driver cannot make your assistance dog sit somewhere else in the vehicle. You dog can stay with you.	
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Private Hire Vehicles (also called minicabs)

Private Hire Vehicles may charge you using a meter or they may charge you using a fixed price. When you telephone the company to book a private hire vehicle you should:

Ask the company how much it will cost.	
Do not let them charge you more if you are travelling with a wheelchair, a mobility aid or an assistance dog.	
Tell them if you need help to find the vehicle when it comes to pick you up.	

Safety, Taxis and Private Hire Vehicles

The driver must make sure you are safe before driving – this is what the law says.	
A wheelchair must be secured using the correct straps. The brake must be put on.	
If you are worried about being safe, you should tell the driver about this before they start to drive.	

The driver must make sure you have a seatbelt on.	
All vehicles can carry assistance dogs.	
The driver must not use a mobile phone whilst driving.	
The driver must take the shortest or quickest route unless you have asked to go a certain way.	

General Information

- Not all vehicles can carry all designs of wheelchair. However, if the driver says that the ramps are not working or that they do not know how to use them, you should take the driver or vehicle details and tell someone about it when you can.
- Different councils have different prices for taxis.
- You should not have to wait for any longer than any other passenger would.
- You should not pay more for a wheelchair accessible vehicle – all customers should pay the same rate for the same vehicle.

What to do if a driver says no

If a driver says they cannot take you, and they do not have a valid **exemption certificate**, you should tell someone who can help.

Telling someone will help stop this from happening to other people.

Who should you tell?

You should tell the local council, your friends, family or people you work with. There is lots of help to make sure you can tell the right person.

In London you can also tell Transport for London.

Things to tell someone

If you want to tell someone about a bad journey, you can also tell them all or some of these things:

Taxi or Private Hire Vehicle number. This is the number from the council. It is usually written on the back or the side of the vehicle.	✓
Vehicle registration number. This is the normal number plate that all vehicles have.	✓
Vehicle make and model (for example, Ford Focus)	✓
Vehicle colour	✓

Driver Badge number	✓
Journey details	✓
What happened?	✓

Don't worry if you can't get all of this information.

This leaflet was created by DTACS.org. DTACS was created to offer free information to anyone affected by access issues when travelling by bus, taxi, private hire vehicle or coach. Nothing in this leaflet should be taken as legal advice, or advice to do or not do anything.

To find out more about our services, please go to www.dtacs.org.

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